



## City Of Columbus Job Description

Department:	Department of Administration
Title:	IT Manager
FLSA:	Exempt
Supervised By:	Director of Operations and Finance
Supervises:	IT Staff (2)
2014 Salary Range:	\$50,222 - \$71,746

### GENERAL SUMMARY:

The IT Manager serves as the leader of the city's information services division within the City's Department of Administration and provides leadership, management, and hands on help to maintain day-to-day operations of the city's technology infrastructure.

### Specific Duties of the Position:

- Supports the Director of Operations and Finance in working with the Mayor, City Council, other local government leaders, and Department Heads to address information technology plans.
- Leads requirements analysis, design and customer interaction on behalf of City IT.
- Be the single point of contact for all city departments (including, but not limited to other regulatory bodies, vendors, non-profit organizations, social services agencies, and the community) for matters of strategy and planning that involve IT – both IT plans themselves, and organizational plans for which IT may be an enabler.
- Work with other governmental agencies on cross-agency technology needs and planning.
- Supports the Director of Operations and Finance to facilitate city-wide strategic Information Technology planning.
- Plan for IT infrastructure, emerging technologies and the use of IT to enable applications of those technologies to deliver information services in the community.
- Provide oversight, guidance and counsel to other City IT staff.
- Must perform all essential functions of Assistant Manager of Information Services/IT in the absence of Assistant Manager, including but not limited to the installation, testing, configuration and troubleshooting of hardware & software applications and office equipment, monitoring and maintaining virtual server, and backup software, and work to resolve and trouble-shoot phone system issues. The IT Manager, in the absence of the Assistant Manager, will also respond to week-end and evening IT emergencies for the City.
- The IT Manager shall provide the IT technician and Assistant Manager with additional training in all work-related functions as necessary, so that all IT employees are cross-trained and can respond effectively to city IT needs.
- Monitor and maintain the city's computer and phone networks, plan for upgrades and maintenance, and expansion.
- Maintain documentation, drawings, and operational manuals for city technology project implementations.

- Maintain a limited inventory of parts and materials.
- Participate in the process of developing IT budgets and IT implementation planning for City Departments.
- Work closely with Director of Operations and Finance to oversee and administer the city's technology policies, including security and acceptable use policies.
- Develop bid specifications as required for new technology implementations.
- Provide key information and periodic reports, including key IT accomplishments, plans, solutions, and opportunities to the Director of Operations and Finance to support administrative services for the Technology Advisory Committee (TAC).
- Provide direct hands-on desktop level support to city personnel when needed.
- Other duties as assigned by the Director of Operations and Finance.

#### Education and Experience:

- Bachelor's degree preferred; extensive experience in working with people; sound administrative abilities; excellent communication skills - verbal and written; knowledge of community and government operations would be a plus.
- 5-8 years Experience in IT, Management
- Experience with network administration and Windows management. Industry certifications are a plus.

#### Judgment:

- This individual will possess broad IT perspectives with the ability to identify and engage necessary technical resources.
- Demonstrated ability to address complex issues with successful outcomes.
- Demonstrated fiscal responsibility.

#### Supervisory Responsibility:

- Oversees a staff of 2 in implementing IT policies and procedures and providing hands-on support to city departments.

#### Relationships Responsibility:

- Must work effectively with department heads, government officials and employees.
- Must be able to build consensus with peers.
- Must be able to provide hands-on technical support when needed.
- Must possess effective communication skills in order to work with other city leaders effectively including oral presentation skills and written communication skills.

#### Working Conditions:

- Has private office within City Hall.
- Stress level is frequently high due to nature and scope of responsibilities. Must be a self starter able to juggle constantly changing array of activities with no direct supervision. Could require early morning, luncheon and evening meetings, in addition to tasks that require working beyond 40 hour work weeks. Maintenance requirements may require overnight hours or weekend time to perform when least impacting to city departments and overnight and weekend time may be necessary to respond to emergencies.

This description is intended to describe the type and level of work being performed by a

person assigned to this job. It is not an exhaustive list of all duties and responsibilities required by a person so classified.

DATE ADOPTED: March 19, 2015

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